



Laura H. Welch
Clerk of the Board of
Supervisors

Mission Statement

In support of the County Board of Supervisors, and in service to the public and fellow county staff, the Clerk of the Board of Supervisors: prepares and maintains records of actions taken by the Board of Supervisors; oversees membership of the county's boards, commissions, and committees; licenses businesses operating in the county unincorporated areas; and facilitates the filing and hearing of appeals of assessed property valuations. Our service priorities are timeliness and accuracy. Our service commitments are courtesy and respect.

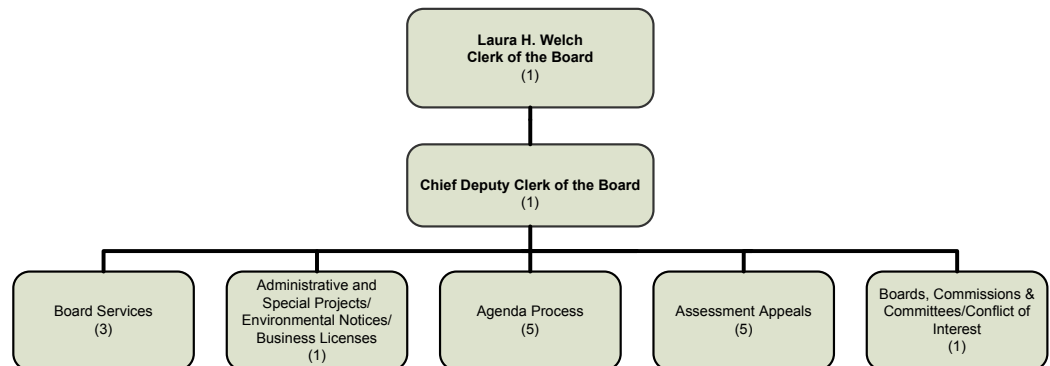
GOALS

**IMPLEMENT
TECHNOLOGY
IMPROVEMENTS TO
INCREASE
OPERATIONAL
EFFICIENCY**

**IMPROVE BUSINESS
LICENSE PROCESSES
AND PROCEDURES TO
ENSURE HIGH QUALITY
SERVICE AND
COMPLIANCE WITH
ORDINANCES**

CLERK OF THE BOARD OF SUPERVISORS

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Clerk of the Board of Supervisors (COB) provides legislative support services to the Board of Supervisors (BOS). The department coordinates, prepares and maintains minutes, ordinances, resolutions, contracts, agreements and other official records and documents related to actions taken by the BOS. In addition, the County has more than 200 advisory boards, commissions and committees (BCC) for which the COB maintains records and membership information. Responsibilities include Maddy Act posting of vacancies, processing of appointments and monitoring of state-mandated ethics training for more than 1,000 BCC members.

The COB coordinates the annual filing of financial disclosure documents by designated County officials, employees, board/commission members and school board members in accordance with state law and local conflict of interest codes. In addition, the COB works with county departments and local agencies to complete state-mandated review of conflict of interest codes.

In accordance with state law and County policy, appeals of assessed property valuation are heard and determined by the County's Assessment Appeals Boards (AAB). The COB provides staff support to the AAB, facilitating the filing, hearing and disposition of thousands of appeals annually.

The County of San Bernardino requires that specified types of businesses operating in the unincorporated areas obtain and maintain a valid county business license. The COB is designated by the BOS to receive, review and process business license applications and issue licenses for approved businesses. The COB also: receives, posts and files environmental (CEQA) notices for construction projects in accordance with State Department of Fish & Game requirements; accepts summonses, complaints, planning appeals, requests for tax refunds and Board correspondence; and responds to requests for information and documents from county staff and the public.

2009-10 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Staffing
<u>General Fund</u>				
Clerk of the Board	2,174,328	115,235	2,059,093	17

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: IMPLEMENT TECHNOLOGY IMPROVEMENTS TO INCREASE OPERATIONAL EFFICIENCY.

Objective A: Reduction in amount of staff time needed to prepare and process assessment appeals.

Objective B: Increase in electronic submission of Assessment Appeal Applications vs. hard copy submission of applications.

Objective C: Reduction in amount of staff time needed to prepare and process the BOS agenda and related items.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Percentage reduction in staff time required to input and review Assessment Appeal Applications. (Baseline is 10 minutes per application in 2008-09.)	N/A	N/A	New	10%	15%
1B. Percentage of electronic submission of Assessment Appeal Applications.	N/A	N/A	N/A	N/A	15%
1C. Percentage reduction of staff time required to process agenda items. (Baseline is 30 minutes per item in 2006-07.)	16%	20%	10%	10%	N/A
Percentage of agenda items processed and returned to department within 10 work days of the Board meeting.	75%	94%	95%	75%	N/A
Percentage reduction in staff time required to prepare, process, post and revise the agenda and fair statement of proceedings. (Baseline is 24 hours per meeting in 2007-08.)	N/A	10%	30%	30%	N/A

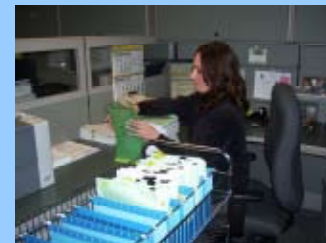
Status

Last year, the Clerk of the Board introduced a new objective and measure related to the handling of Assessment Appeals Applications. With implementation of the new Assessment Appeals System, the COB was able to capture and monitor efficiency measures within this business line. Late in 2008-09, the COB released an on-line Assessment Appeals Application form. Applications filed using this method will not require the initial data-entry step of processing, therefore, the more on-line applications received, the greater the potential reduction in processing time per application (Measure 1A). The COB already has and will continue to work with the Assessor and Treasurer-Tax Collector to aggressively promote the public's use of the on-line form with the goal of having 15% of 2009 applications filed on-line (Measure 1B). Additionally, the COB will strive to improve our technology with the assessment appeals system as we continue to promote the online filing.

Over the previous 18 month period, since the implementation of the Agenda Management System, it is believed that the COB has reached maximum operational efficiency. This process has been streamlined and revised to the extent that any additional improvements would be merely related to the size of the agenda. Given the adopted BOS meeting schedule for the upcoming year, it is anticipated that the agendas will be larger which will offset any further possible improvements. Additionally, the reduction in staff within the department has negatively impacted the agenda item processing turn around time. Previously, the COB realized almost a 100% two week turn around time which is now unrealistic.

2008-09 ACCOMPLISHMENTS

- ❖ Implementation of new Board Agenda System



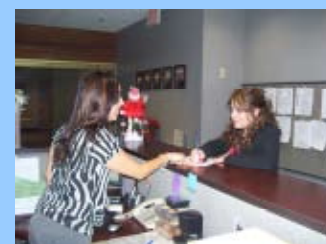
Board Agenda Item Processing

- ❖ Digitizing of historic (1858 – 1999) Board of Supervisors documents
- ❖ Adoption of Local Rules for Assessment Appeals Board
- ❖ Implementation of Assessment Appeals Hotline and Online Application Form



Assessment Appeals Board Hearing

- ❖ Clerk of the Board Space Redesign Project completed



Business License Services

GOAL 2: IMPROVE BUSINESS LICENSE PROCESSES AND PROCEDURES TO ENSURE HIGH QUALITY SERVICE AND COMPLIANCE WITH ORDINANCES.

Objective A: Improve efficiency of tracking and processing business licenses.

Objective B: Establish and maintain updated and accurate business license processes and procedures.

Objective C: Improve compliance with business licensing requirements.

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
2A. Percentage reduction in turnaround time for processing of new business licenses. (5 weeks turnaround in 2006-07)	15%	10%	5%	20%	10%
Percentage reduction in turnaround time for processing renewal business licenses. (4 weeks in 2007-08)	N/A	25%	5%	15%	10%
2B. Percentage of business license ordinances reviewed and revised.	50%	75%	100%	100%	N/A

Status

As stated in the 2009-10 Business Plan, the COB now requires applications to be complete (with all required department approvals) prior to submission to our office. This change represents a more sound business practice and also allows the COB to more accurately monitor processing time for license applications (Measures 2A1 and 2A2). The COB set a 5% reduction target in the turnaround time for the processing of new business licenses in 2009-10 and the target will be met and exceeded resulting in a 20% reduction or 3.5 week processing time. Additionally, a 5% reduction target in the turnaround time for the processing of renewal business licenses was set for 2009-10 and the target will be met and exceeded resulting in a 2.5 week turnaround.

In late 2008-09, the Clerk of the Board was nearing completion of the comprehensive review and update of the County Code sections governing business licensing, with the goal of having all business license ordinances reviewed and recommendations submitted for final County Counsel review by June of 2009. Essentially, this did not occur until July 2009, thereby, not meeting the goal in 2008-09. With the finalization of the ordinance review given to County Counsel, meetings are to be set in order to gain departmental input regarding the proposed changes. Once input is received, County Counsel will insert appropriate legal language and create a proposed ordinance for consideration and approval by the Board of Supervisors in 2009-10 and implementation in 2010-11. The proposed ordinance will include appropriate department inspection each time a license is renewed and upon approval, the license will be issued. Further, new language will be more consistent and clear across the board with each type of license.

2010-11 REQUESTS FOR GENERAL FUND FINANCING

This department is not requesting any additional general fund financing for 2010-11.

2010-11 PROPOSED FEE/RATE ADJUSTMENTS

DESCRIPTION OF FEE REQUEST	SERVICE IMPACTS
<ol style="list-style-type: none"> 1. The Clerk of the Board is requesting a fee adjustment for Findings of Fact for Assessment Appeals. Currently, the Clerk of the Board charges \$250 per appeal and would propose to add language to include that the applicant pay the balance of transcription and attorney costs for preparation of the Findings. 	<p>In the 2008-09 Grand Jury Report, it was recommended that the Clerk of the Board collect a fee for Findings of Fact. The COB does collect a fee, however, due to the high volume of assessment appeals, the COB must hire a transcriptionist to transcribe hearings for which Findings of Fact have been requested, in addition to the clerical duties required to manage preparation of the Findings. Further, County Counsel can spend several hours preparing the Findings. In order to recover the actual COB and attorney costs, a fee adjustment is being proposed.</p>
<ol style="list-style-type: none"> 2. The Clerk of the Board is seeking to implement a non-refundable \$30 administrative processing fee for assessment appeals applications. 	<p>In the 2008-09 Grand Jury Report, it was recommended that the Clerk of the Board collect a filing fee for Applications for Changed Assessments. Currently, ten California Counties have approved an assessment appeals administrative processing fee. With the high volume of appeals in San Bernardino County and the workload impacts associated with processing them, the COB is seeking to recover some costs for this expensive operation, yet establish a reasonable fee for the public.</p> <p>A Public Service Employee position is being requested to handle receipting of the money and duties associated with this task during the peak appeal period.</p>

If there are questions about this business plan, please contact Laura H. Welch, Clerk of the Board, at (909) 387-3848.